

At page 1, line 7, replace the paragraph which begins "This application is . . ." with the following:

A1
This application is related to copending United States patent application serial number 09/321,951 filed May 27, 1999 titled "A System, Method, and Article of Manufacturing For Providing Content Management-Related Web Application Services" which is fully incorporated herein by reference, and to U.S. patent application serial number 10/071,357 filed February 7, 2002 titled "Improvements in and Relating to Multi-Media Management Systems", and to U.S. patent application serial number 10/269,683 filed October 11, 2002 titled "Corporate Content Management and Delivery."

At page 6, line 11, please replace the paragraph which begins "A number of companies . . ." with the following:

A2
A number of companies have expressed a desire for such a coordinated, web-based content management and delivery system. For example, Accenture LLP™ (assignee of this invention) submitted a conceptual design of such a system in a confidential response to a confidential Request for Proposal (RFP) in November 1999. The RFP solicited bids for a Marketing Content Management, Output Production and E-Business project. The Accenture bid was not selected and the system proposed has since been discussed with potential clients on a confidential basis during the period from February through June 2000.

At page 11, line 25, please replace the paragraph which begins "Some of the elements . . ." with the following:

A3
Some of the elements of a typical Internet network configuration 100 are shown in **Figure 1**, wherein a number of client machines 105 possibly in a remote local office, are shown connected to a gateway/hub/tunnel-server/etc. 106 which is itself connected to the internet 107 via some internet service provider (ISP) connection 108. Also shown are other possible clients 101, 103 similarly connected to the internet 107 via an ISP connection 104, with these units

Q3 communicating to possibly a central lab or office via an ISP connection 109 to a gateway/tunnel-server 110 which is connected 111 to various enterprise application servers 112, 113, 114 which could be connected through another hub/router 115 to various local clients 116, 117, 118. Any of these servers 112, 113, 114 could function as a development server for the analysis of potential content management and delivery design solutions as described in the present invention, as more fully described below.

At page 12, line 7, please replace the paragraph which begins "An embodiment of . . ." with the following:

Q4 An embodiment of portions of the content management & delivery system of the present invention can operate on a general purpose computer unit 200 which typically includes generally the elements shown in Figure 2. The general purpose system 201 includes a motherboard 203 having thereon an input/output ("I/O") section 205, one or more central processing units ("CPU") 207, a display 213, and a memory section 209 which may have a flash memory card 211 related to it. The I/O section 205 is connected to a keyboard 226, other similar general purpose computer units 225, 215, a disk storage unit 223 and a CD-ROM drive unit 217. The CD-ROM drive unit 217 can read a CD-ROM medium 219 which typically contains programs 221 and other data. Logic circuits or other components of these programmed computers will perform series of specifically identified operations dictated by computer programs as described more fully below.

At page 19, line 13, replace the line with the following:

Q5 Knowledge (Insight) Management 301

At page 20, line 6, replace the line with the following:

Q6 SUP B5 Campaign Planning, Implementation, and Assessment 305

At page 28, line 19, please replace the paragraph that begins with "Application of the Framework . . ." with the following:

Q7 Application of the Framework and solutions based upon it need not be just system designs for large clients with enterprise level needs. The following is a representative example of how the Framework was used in conjunction with an effort in an Accenture Internet Launch Center™.

At page 29, line 1, please replace the paragraph that begins "Use of the framework . . ." with the following:

Q8 Use of the framework and related processes provided a point of view that helped shape messages delivered by an Accenture team in the successful sales presentation. It Framework guided the common understanding of focus areas for the assessment project underway, including the processes involved in managing content, the channels to be supported, and will guide the mapping of products and application development solutions based to the needed capabilities represented with the Framework. The project team used the Content Management and Delivery Framework in order to understand all of the components and how they related. They obtained a better understanding of points of view of content management experts, and integrated these points of view into sales messages. They used their understanding of the client situation (e.g., sources of content, channels to be delivered to) in conjunction with the Framework, key considerations, and processes as described above, to develop sales messages for the client.

No new matter has been added to the specification.

In the Claims

Please amend claims 1-3, 5-11 and 13-16 as follows:

1. (Amended) A method for designing a coordinated content management and delivery system comprising the acts of:

- Q9 Sub B7
- determining key considerations related to the client environment;
 - providing key processes for use in developing a solution to a system design problem, the system design problem being the determination of what content